

WS-03478A-08-0454



0000093087

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      74798

Date: 1/22/2009

Complaint Description:      08A    Rate Case Items - Opposed  
   N/A    Not Applicable

Complaint By:      First:      Last:  
                                 **Richard**      **Adams**

Account Name:      Richard Adams

Home: [REDACTED]

Street:      [REDACTED]

Work: (000) 000-0000

City:      Yuma

CBR: [REDACTED]

State:      AZ      Zip: 85365

is: E-Mail

Utility Company:      **Far West Water & Sewer, Inc.**

Division:      Water

Contact Name:      n/a

Contact Phone: n/a

Nature of Complaint:

Date: 01/19/09

Name: Mr. Richard Adams

[REDACTED]  
Yuma, AZ 85365

Phone: [REDACTED]  
Email: [REDACTED]

Docket No.: WS-03478A-08-0454  
Utility Co.: Far West Water and Sewer Company

Arizona Corporation Commission

DOCKETED

JAN 26 2009

|             |  |
|-------------|--|
| DOCKETED BY |  |
|-------------|--|

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2009 JAN 26 A 10:30

RECEIVED

Comments: The rate increases are too drastic and unjustified. The present economic situation can not justify these increases. The proposed rates would create a drastic economic burden on families and businesses. There would be ramifications that would spread throughout the Yuma financial sector.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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1/22/09 I contacted consumer and informed him that his opinion had been received. I also informed him that his opinion would be made part of the permanent docket and distributed to Commissioners and Staff members. He appreciated the information. Closed

File in Docket No. WS-03478A-08-0454

\*End of Comments\*

Date Completed: 1/23/2009

Opinion No. 2009 - 74798

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WS-03478A-08-0454

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      **74800**

**Date:** 1/22/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Michael G.**

**Moore**

**Account Name:**

Michael G. Moore

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:** (000) 000-0000

**City:**

Yuma

**CBR:** [REDACTED]

**State:**

AZ

**Zip:** 85364

**is:** E-Mail

**Utility Company:**

**Far West Water & Sewer, Inc.**

**Division:**

Water

**Contact Name:**

n/a

**Contact Phone:** n/a

**Nature of Complaint:**

Date: 01/19/09

Name: Mr. Michael G. Moore

Address:

Yuma, AZ

Phone:

Email:

Docket No.: WS-03478A-08-0454

Utility Co.: Far West Water and Sewer Company

Comments: My wife and I own a lot at [REDACTED]. We are on a fixed retirement income and if this proposed rate increase is approved we will not be able to build our house on this lot. A rate increase of 214.8% is pure greed. We only received a 5.8% increase in our Social Security, and having to pay \$74.32 per month for two people is not acceptable, that would be at least three times the price of water we use and at least half of that is irrigation. I wonder if they are trying to quickly make back the monies they were fined for illegal discharging their sewer water. Please do not allow this proposed rate increase to be approved!!!!!!

Sincerely,

Mike and Cindy Moore

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

1/22/09 I contacted consumer and informed him that his opinion had been received and that it will be filed in the docket. I also informed him that the Commissioners and Staff members will be receiving a copy of his opinion. He appreciated the information. Closed

Filed in docket no. WS-03478A-08-0454

\*End of Comments\*

**Date Completed:** 1/23/2009

**Opinion No.** 2009 - 74800

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009      74791**Date:** 1/22/2009**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable**First:****Last:****Complaint By:**      **Mr. & Mrs. Richard A. Youngs****Account Name:**      Mr. & Mrs. Richard A. Youngs**Home:** [REDACTED]**Street:**      [REDACTED]**Work:****City:**      Yuma**CBR:****State:**      AZ      **Zip:** 85365**is:****Utility Company:**      **Far West Water & Sewer, Inc.****Division:**      Water**Contact Name:**      [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Received the following correspondence:

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington  
Phoenix, AZ 85007

Ref: Docket No. WS-03478A-08-0454

We have lived in the Yuma Foothills since 2004. During that time NOT ONE DAY has passed where the foul stench of sewage cannot be smelled somewhere in the greater Foothills area. Near the end of each winter visitor's cycle the stench is particularly overwhelming! At one point in 2005, raw sewage was running in the street - 11700 block of East 24th Street. The road had to be barricaded while Far West cleaned-up their mess.

Management of Far West Water and Sewage Company is so incompetent that all employee was killed due to their overall ineptitude. With the above as just a few examples, we are now notified that they expect to receive a 214.8% fee increase for a continuation (at best) of their "sterling" performance thusfar. They have got to be kidding? Clearly they do not know what they are supposed to be doing now and should not be allowed to continue their farce, let alone rape the public for an obscene fee increase. They have yet to demonstrate the capability to perform under their existing charter.

Foothills residents are already taking action to replace emergency services organizations here due to multiple performance issues. Perhaps this is also a good time to replace Far West with an organization who understands why they are "serving" the people of this area. The supposed current "\$21.75 residential customer" monthly rate is a joke, We have averaged \$45 per month since 2004 - and we are a family of two, and have desert landscaping. By their own formula that would make our "Phase Three" costs approximately \$170 per month. That would be ACC-sanctioned usury, Ludicrous!

Under NO circumstances do we support any form of fee increase for this organization. If such action forces

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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them out of business - good riddance!

Mr. & Mrs. Richard A. Youngs

[REDACTED]  
Yuma, AZ 95365

928-305-0207

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\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

1/22-

I called customer to acknowledge receipt of this correspondence. I told customer that the ACC will enter her Opinion into our database for the records and that this would also be docketed so that the Commissioners may have an opportunity to read their concerns. See #74797 as a reference for the question that will be answered by Far West Water and Sewer, Inc.

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1/22-

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Far West Water & Sewer, Inc. (Docket No. WS-03478A-08-0454). File closed.

\*End of Comments\*

**Date Completed:** 1/22/2009

**Opinion No.** 2009 - 74791

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WS-03478A-08-0454

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      74848

**Date:** 1/23/2009

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**

**Wesley**

**Weissenfluh**

**Account Name:**

Wesley Weissenfluh

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Yuma

**CBR:**

**State:**

AZ

**Zip:** 85367

**is:**

**Utility Company:**

**Far West Water & Sewer, Inc.**

**Division:**

Water

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

(Docket No. WS-03478-08-0454)

Received the following correspondence:

Ref: Docket No. WS-03478-08-0454

Rate Application of Far West Water & Sewer Co

My math says, under phase 3 of the proposed rate increase for residential sewer users, we will endure a 341% increase in sewer rate. At \$74.32 per month this will be higher than I pay for electricity and should illustrate the audacity and ridiculousness of this proposal.

I'm only here 6 months a year and briste at having to pay \$21.75 per month when I'm not here. \$74.32 per month is unthinkable.

Please let some sane rationale prevail during your deliberations. Thanks.

Wesley Weissenfluh

[REDACTED]

Yuma, AZ 85367

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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I called customer @ 3:13 p.m. and let him know that the ACC is in receipt of his correspondence and that his Opinion would be entered into the database for the record and that it would be docketed so that the Commissioners would have an opportunity to reach his concerns. Customer was very appreciative for the ACC calling him to let him know this. FILE CLOSED.

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I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Far West Water & Sewer, Inc. Docket No. WS-03478-08-0454.

\*End of Comments\*

**Date Completed:** 1/23/2009

**Opinion No.** 2009 - 74848

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